



Embassy of the United States of America

Santo Domingo, DN
13 January 2015

Dear Prospective Quoter:

SUBJECT: Request for Quotation n. SDR860-15-Q-0003 for Routine Elevator Maintenance

The Embassy of the United States of America invites you to submit a quotation for Full Service Elevator Maintenance.

The Embassy intends to conduct a pre-quotation conference on 20 January 2015, and all prospective quoters who have received a solicitation package will be invited to attend.

Submit your quotation in a sealed envelope marked "Quotation Enclosed" to Silje Grimstad *on or before* 04:00pm on 30 January 2015. No quotations will be accepted after this time.

In order for a quotation to be considered, you must also complete and submit the following:

1. Pricing as per Section 2.
2. Information as required in Section 3.
3. Provide, in English, a Full Service Maintenance agreement in accordance with Section 3 "Requirements for a successful submission"
4. Provide proof of expertise on the specific equipment.

Direct any questions regarding this solicitation to Silje Grimstad by email to GrimstadSM@state.gov or by telephone (809) 567-7775 during regular business hours.

Sincerely,

Silje M. Grimstad
Contracting Officer



SECTION 1

1.0 DESCRIPTION

The U.S. Embassy in Santo Domingo requires the services of a qualified elevator service company to provide full service maintenance for four building elevator units and to maintain these elevators in safe, reliable and efficient operating condition. The contract type is a firm fixed price contract for routine maintenance services. The rates include all costs associated with providing elevator maintenance services in accordance with manufacturer's warranty including materials, labor, insurance (see FAR 52.228-4 and 52.228-5), overhead, profit. The contract will be for a one-year period, with one one-year optional period of performance.

1. Equipment Inventory:

A. "NEC:"

Embassy of the United States of America
Av. República de Colombia #57
Altos de Arroyo Hondo
Santo Domingo, D.N.
Dominican Republic

Passenger Elevators

Name: "E1"
Date of Install: "6/200"
Manufacturer: KONE PW21/16-19
Capacity: 1600 kg
Speed: "1.6 m/s"
Drive Type: Electrical Traction
Date of Last
Inspection: "2/13/2012"
Known Issues: "None"

Passenger Elevators

Name: "E2"
Date of Install: "6/200"
Manufacturer: KONE PW21/16-19
Capacity: 1600 kg
Speed: "1.6 m/s"
Drive Type: Electrical Traction
Date of Last
Inspection: "2/13/2012"
Known Issues: "None"

Passenger Elevators

Name: "E3"
Date of Install: "6/200"
Manufacturer: KONE PW21/16-19
Capacity: 1600 kg
Speed: "1.6 m/s"
Drive Type: Electrical Traction

Date of Last
Inspection: "2/13/2012"
Known Issues: "None"

B. "Counselor"

Embassy of the United States of America
Av. República de Colombia #57
Altos de Arroyo Hondo
Santo Domingo, D.N.
Dominican Republic

"Passenger Elevator 4"

Name: "E4"
Date of Install:
Manufacturer: KONE
Capacity: 1600 kg
Speed: "1 m/s"
Drive Type: Electric Traction
Date of Last
Inspection:
Known Issues: "None"

2.0 PRICING

The Contractor shall provide pricing for a base year and one option year. A term that follows the *1+1 option year(s) model* **will not** automatically renew annually. Pricing should be formatted:

Property:	<i>U.S Embassy in Dominican Republic</i>
Building:	<i>NEC</i>
Unit Identification:	<i>E1, E2, E3, and E4</i>
Maintenance Frequency:	<i>Monthly</i>
Unit Price:	<i>Example: Base year, Option year 1...</i>
Annual Cost:	<i>Example: Base year, Option year1...</i>

Payment terms are *net 30* for services rendered and **not** in advance.

2.1 VALUE ADDED TAX

VALUE ADDED TAX. Value Added Tax (ITBIS) is **not applicable to this contract** and shall not be included in the CLIN rates or Invoices because the U.S. Embassy has a tax exemption status with the host government.

SECTION 2

SCOPE OF WORK

The U.S. Embassy Santo Domingo requires the Contractor to maintain the elevators identified in Section 1 (1.0) in safe, reliable and efficient operating condition. The Contractor shall provide all necessary managerial, administrative and direct labor personnel, and as well as all necessary transportation, equipment, tools, repair parts, supplies and materials required to perform inspection, maintenance, repair, and component replacement as required to maintain the elevators in accordance with the manufacturer's specifications. Under this contract the Contractor shall provide:

- the services of a trained elevator mechanic to check and repair equipment operation and perform scheduled and preventive maintenance as per the manufacturer's recommended preventative maintenance schedule;
- 24 hours/day, 7 days/week emergency response service;
- appropriate, same day, service in response to an elevator malfunction trouble call; and
- after-hours emergency minor adjustment callback service
- included in the price, the contractor will obtain, in a timely fashion, any spare parts required to maintain and/or restore safe operations.

2.0 HOURS OF PERFORMANCE

The Contractor shall schedule all routine maintenance and repair work during normal building hours which are defined as 8:00 to 16:45 Monday to Friday, excluding local and bank holidays, unless approved in advance by the Contracting Officer's Representative (COR).

3.0 ACCESS TO GOVERNMENT BUILDINGS AND STANDARDS OF CONDUCT

3.1 General. The Contractor shall designate a representative who shall supervise the Contractor's elevator mechanics and be the Contractor's liaison with the U.S. Embassy/Consulate. The Contractor's employees shall be on-site only for contractual duties and not for any other business or purposes. Contractor employees shall have access to the elevators' hoistways, lobbies and machine rooms, either with or without security escorts, only with specific permission by either the Contracting Officer or the COR.

3.2 Personnel Security. The Government reserves the right to deny access to U.S owned and U.S.-operated facilities to any individual. The Contractor shall provide the names, biographic data and police clearance on all Contractor personnel who shall be used on this contract prior to their utilization. The Government shall issue identity cards to approved Contractor personnel, each of whom shall display his/her card(s) on the uniform at all times while on Government property or while on duty at private residences serviced under this contract. These identity cards are the property of the Government. The Contractor shall return all identity cards when the contract is completed, when a Contractor's employee leaves this contract, or at the request of the Government.

3.3 Standards of Conduct

3.3.1 General. The Contractor shall maintain satisfactory standards of employee competency, conduct, cleanliness, appearance and integrity and shall be responsible for taking such disciplinary action with respect to employees as may be necessary. Each Contractor employee shall adhere to standards of conduct that reflect credit on themselves, their employer, and the United States Government. The Government reserves the right to direct the Contractor to remove an employee from the worksite for failure to comply with the standards of conduct. The Contractor shall immediately replace such an employee to maintain continuity of services at no additional cost to the Government.

3.3.2 Uniforms and Personal Equipment. The Contractor's employees shall wear clean, neat and complete uniforms when on duty. All employees shall wear uniforms approved by the Contracting Officer's Representative (COR). The Contractor shall provide, to each employee and supervisor, uniforms and personal equipment. The Contractor shall be responsible for the cost of purchasing, cleaning, pressing, and repair of the uniforms.

3.3.3 Neglect of duties shall not be condoned. This includes sleeping while on duty, unreasonable delays or failures to carry out assigned tasks, conducting personal affairs during duty hours and refusing to render assistance or cooperate in upholding the integrity of the worksite security.

3.3.4 The Contractor shall not condone disorderly conduct, use of abusive or offensive language, quarreling, and intimidation by words, actions, or fighting. Also included is participation in disruptive activities that interfere with normal and efficient Government operations.

3.3.5 Intoxicants and Narcotics. The Contractor shall not allow its employees while on duty to possess, sell, consume, or be under the influence of intoxicants, drugs or substances which produce similar effects.

3.3.6 Criminal Actions. Contractor employees may be subject to criminal actions as allowed by law in certain circumstances. These circumstances include but are not limited to the following actions: falsification or unlawful concealment, removal, mutilation, or destruction of any official documents or records or concealment of material facts by willful omission from official documents or records; unauthorized use of Government property, theft, vandalism, or immoral conduct; unethical or improper use of official authority or credentials; security violations; organizing or participating in gambling in any form; and misuse of weapons.

3.3.7 Key Control. The Contractor shall receive, secure, issue and account for any keys issued for access to buildings, offices, equipment, gates, or other areas, for the purposes of this contract. Keys shall not be duplicated without the COR's approval. Where the Government determines that the Contractor or its agents have duplicated a key without permission of the COR, the Contractor shall remove the individual(s) responsible from performing work under the contract. If the Contractor has lost any such keys, the Contractor shall immediately notify the COR. In either event, the Contractor shall reimburse the Government for the cost of rekeying that portion of the system so compromised.

4.0 WORK REQUIREMENTS

4.1 General. The Contractor shall provide full service to meet routine maintenance requirements. The Contractor shall maintain elevators so that the elevators are in a safe and efficient operating condition at all times. In the event of a break down, the Contractor shall make every effort to immediately return the elevator to an operating condition.

5.0 SCHEDULED ROUTINE MAINTENANCE

5.1.1 The objective of scheduled routine maintenance is to eliminate or minimize elevator malfunction, breakdown and deterioration. Contract maintenance of the elevator must assure continuous, safe, and satisfactory operation of all elevators, their parts and components. The Contractor shall schedule routine maintenance to include all tasks herein described, in addition to routine lubrication and adjustments.

5.1.2. Elevator equipment shall include, but is not limited to: controllers, selectors, worm gears, thrust bearings, brake magnet coils, brake shoes, brushes, windings, commutators, rotating elements, contacts, coils, resistors for operating and motor circuits, magnet frames, cams, car door and hoistway door hangers, tracks and guides, door operating devices, interlocks and contacts, pushbuttons, pumps, pump motors, operating valves, electronic tubes, electronic programmable controllers, hall lanterns and indicators, hatch lighting, pit bulbs, bulb replacement and all other elevator signal accessories.

5.1.3 The Contractor shall inventory, supply, repair and replace all parts that have become unsafe due to wear and tear. The Contractor shall use genuine manufacturer's parts or approved or equal (to be approved by COR) for all replacements. The Contractor shall maintain an easily accessible supply of spare parts sufficient for normal maintenance and expedient emergency repairs.

5.2 Checklist Approval – Prior to the first maintenance visit Contractor shall submit to the COR a schedule and a maintenance check-list with description of the scheduled routine maintenance tasks which the Contractor plans to provide. The Contracting Officer or COR must approve the proposed "Scheduled Routine Maintenance Task Checklist" prior to contract work commencement. The checklist list shall be equipment specific that will be filled out during each visit. This document should reflect the specific maintenance requirements for a piece of equipment and is required to be posted in the elevator machine space.

5.3 Minimum Requirements - The Contractor shall provide a trained mechanic to inspect and service every elevator as per the manufacturer's recommended preventative maintenance schedule. The elevator mechanic shall sign off on every item of the checklist. The elevator mechanic shall leave a copy of this signed checklist with the COR or the COR's designate following that week's routine maintenance visit.

6.0 TROUBLE CALL RESPONSE SERVICE

6.1 General. The Contractor shall provide "around-the-clock" service coverage for elevator trouble calls as described below *and which are not excluded by paragraph 8.0 below.*

6.2 Emergency Response Service - The Contractor shall provide, at no extra cost, a 24 hours/day, 7 days/week, 52 weeks/year coverage for emergency trouble calls. A trained mechanic shall be "on call" and shall be on site within a one-hour time period of the placement of an emergency trouble call by the Contracting Officer or COR. Emergency situations include people trapped in an elevator car, the suspicion/confirmation of a fire in or around elevator equipment, or an inoperative elevator with no suitable backup. This work is inclusive to the contract pricing and is not billable unless caused by acts of force majeure and/or misuse.

6.3 Non-Emergency Response Service - The Contractor shall provide, at no extra cost, a non-emergency response service. A trained elevator mechanic will be on site, within one working day, to trouble shoot and repair an elevator malfunction.

6.4 Callback Service - When an elevator which was previously worked on by the Contractor's mechanic, has a repeat malfunction within a 24-hour period, the Contractor shall be obligated to provide, at no extra cost, a return visit by a trained elevator mechanic to correct the problem, even if the problem is minor in nature. The elevator mechanic shall respond to this callback within a three-hour time period regardless of what time the Contracting Officer or COR made the callback complaint, including the "after hours" time periods.

7.0 PERSONNEL, TOOLS, REPAIR PARTS, MATERIALS AND SUPPLIES

The Contractor shall provide trained elevator mechanics with the appropriate tools and testing equipment for scheduled maintenance, unscheduled repairs, emergency repairs/assistance, safety inspection, and safety testing as required by this contract. The Contractor shall provide all of the necessary repair parts, materials and supplies to maintain, service, inspect and test the elevators as required by this contract.

8.0 EXCLUSIONS

Major Repairs: Any incident of repair due to acts of force majeure and misuse is not covered by this contract. The Government reserves the right to determine how these repairs are to be handled. Such repairs will normally be accomplished by separate purchase order or contract. This exclusion does not apply if the repair is to correct damage caused by Contractor negligence.

9.0 INSURANCE REQUIREMENTS

9.1 Personal Injury, Property Loss or Damage (Liability). The Contractor assumes absolute responsibility and liability for any and all personal injuries or death and property damage or losses suffered due to negligence of the Contractor's personnel in the performance of this contract

The Contractor's assumption of absolute liability is independent of any insurance policies.

Insurance. The Contractor, at its own expense, shall provide and maintain during the entire period of performance of this contract, whatever insurance is legally necessary. The Contractor shall carry the following minimum insurance: Comprehensive General Liability, Workers' Compensation and Employer's Liability, Employer's Liability.

9.3 Worker's Compensation Insurance. The Contractor agrees to provide all employees with worker's compensation benefits as required by the laws of either the country in which the employees are working or the employee's native country, whichever offers greater benefits, following FAR 52.228-4 "Worker's Compensation and War-Hazard Insurance Overseas".

10.0 Permits.

The Contractor shall maintain in full force and affect all permits, licenses, and appointments required for the prosecution of work under this contract at no additional cost to the Government. The Contractor shall obtain these permits, licenses, and appointments in compliance with host country laws.

11.0 LOCAL LAW REGISTRATION

If the local law or decree requires that one or both parties to the contract register the contract with the designated authorities to insure compliance with this law or decree, the entire burden of this registration shall rest upon the Contractor. Any local or other taxes which may be assessed against the contract shall be payable by the Contractor without Government reimbursement.

12.0 QUALITY ASSURANCE AND SURVEILLANCE PLAN (QASP).

12.1 This plan provides an effective method to promote satisfactory contractor performance. The QASP provides a method for the Contracting Officer's Representative (COR) to monitor Contractor performance, advise the Contractor of unsatisfactory performance, and notify the Contracting Officer of continued unsatisfactory performance. The Contractor, not the Government, is responsible for management and quality control to meet the terms of the contract. The role of the Government is to monitor quality to ensure that contract standards are achieved.

Performance Objective	Scope of Work Para	Performance Threshold
<u>Services.</u> Performs all shipping and packing services set forth in the scope of work.	1. thru 19.	All required services are performed and no more than one (1) customer complaint is received per month.

12.2 Surveillance. The COR will receive and document all complaints from Government personnel regarding the services provided. If appropriate, the COR will send the complaints to the Contractor for corrective action.

12.3 Standard. The performance standard is that the Government receives no more than one (1) customer complaint per month. The COR shall notify the Contracting Officer of the complaints so that the Contracting Officer may take appropriate action to enforce the inspection clause (FAR 52.212-4, Contract Terms and Conditions-Commercial Items), if any of the services exceed the standard.

12.4. Procedures.

12.4.1 If any Government personnel observe unacceptable services, either incomplete work or required services not being performed they should immediately contact the COR.

12.4.2 The COR will complete appropriate documentation to record the complaint.

12.4.3 If the COR determines the complaint is invalid, the COR will advise the complainant. The COR will retain the annotated copy of the written complaint for his/her files.

12.4.4 If the COR determines the complaint is valid, the COR will inform the Contractor and give the Contractor additional time to correct the defect, if additional time is available. The COR shall determine how much time is reasonable.

12.4.5 The COR shall, as a minimum, orally notify the Contractor of any valid complaints.

12.4.6 If the Contractor disagrees with the complaint after investigation of the site and challenges the validity of the complaint, the Contractor will notify the COR. The COR will review the matter to determine the validity of the complaint.

12.4.7 The COR will consider complaints as resolved unless notified otherwise by the complainant.

12.4.8 Repeat customer complaints are not permitted for any services. If a repeat customer complaint is received for the same deficiency during the service period, the COR will contact the Contracting Officer for appropriate action under the Inspection clause.

SECTION 3

Summary of instructions: Each offer must consist of the following:

1. Information demonstrating the offeror's ability to perform, including:
 - (a) Name of a Project Manager (or other liaison to the Embassy/Consulate) who understands written and spoken English;
 - (b) Clear and concise qualifications which prove an aptitude for the specific types of equipment. All technicians shall be trained and certified by the Elevator Manufacturer. Provide a list of technicians who will visit Post to service the equipment.
 - (b) Evidence that the offeror operates an established business with a permanent address and telephone listing;
 2. List of clients over the past five years, demonstrating prior experience with relevant past performance information and references (provide dates of contracts, places of performance, value of contracts, contact names, telephone and fax numbers and email addresses). If the offeror has not performed comparable services in the Dominican Republic then the offeror shall provide its international experience. Offerors are advised that the past performance information requested above may be discussed with the client's contact person. In addition, the client's contact person may be asked to comment on the offeror's:
 - Quality of services provided under the contract;
 - Compliance with contract terms and conditions;
 - Effectiveness of management;
 - Willingness to cooperate with and assist the customer in routine matters, and when confronted by unexpected difficulties; and
 - Business integrity / business conduct.
- The Government will use past performance information primarily to assess an offeror's capability to meet the solicitation performance requirements, including the relevance and successful performance of the offeror's work experience. The Government may also use this data to evaluate the credibility of the offeror's proposal. In addition, the Contracting Officer may use past performance information in making a determination of responsibility.
3. Evidence that the offeror/quoter can provide the necessary personnel, equipment, and financial resources needed to perform the work;
 - i. Two years of financial statements;
 - ii. Two years of payroll records;
 - iii. Evidence of a credit line;
 - iv. List of company owned equipment;
 - v. Field safety record;
 - vi. Safety policy;
 - vii. Training records for staff certifying their ability to address this equipment;
 - viii. Organizational structure of the company.

4. The offeror shall address its plan to obtain all licenses and permits required by local law (see DOSAR 652.242-73 in Section 2). If offeror already possesses the locally required licenses and permits, a copy shall be provided.
5. The offeror's strategic plan for elevator maintenance services to include but not limited to:
 - (a) A work plan taking into account all work elements in Section 1, Performance Work Statement. This plan should address call back and entrapment response times that prevent lengthy service interruptions and minimal (1 hour) emergency entrapment resolutions.
 - (b) Provide a full service maintenance agreement written in English. Full service maintenance means that all parts, materials, supplies and labor are included with the exception of repairs made due to acts of force majeure and misuse.
 - (c) Scheduled maintenance visits which follow the systematic approach defined in the approved maintenance check chart. With its bid the offeror shall submit a discussion of the manufacturer's recommended preventative maintenance schedule.
 - (d) A schedule that defines the exact day, each month, and maintenance will occur, and the duration of time required. Also, a list of tools being brought on site.
Note: There are rare occurrences when the facility is not able to accept the contractor on the proposed date. During these periods, the Contractor is required to arrange a new, agreed upon date to complete monthly maintenance
 - (e) Provisions for testing. The contractor should provide Post with "point of contact" information for a local Qualified Elevator Inspector (QEI) who will witness testing of the equipment. The third party inspector cannot work for the contractor and should be paid by Post directly. Testing requirements are: Annual "No-Load" Safety Tests and Five Year "Full Load" Safety Tests in accordance with local regulations unless otherwise stated. The contractor shall provide all necessary procedures, labor, testing equipment and test weights.
 - (f) Identify types and quantities of equipment, supplies and materials required for performance of services under this contract. Identify if the offeror already possesses the listed items and their condition for suitability and if not already possessed or inadequate for use how and when the items will be obtained;
 - (g) List of spare parts and suppliers of spare parts for elevators and proposals shall include a description of the firm's ability to obtain replacement parts and ability to perform specialized tests/diagnostic/programming equipment for servicing elevators.
 - (h) For informational purposes only, labor rates for work that is billable. This includes work not covered by the terms (i.e. vandalism repairs) and overtime rates. This should include rates for a mechanic/technician and an apprentice/helper.

6. Plan of ensuring quality of services including but not limited to contract administration and oversight; and

7. (1) If insurance is required by the solicitation, a copy of the Certificate of Insurance(s), **or** (2) a statement that the Contractor will get the required insurance, and the name of the insurance provider to be used.